

عنوان مقاله:

A Qualitative System Dynamics Approach to Clinical Risk Management

محل انتشار:

سیزدهمین کنفرانس بین المللی مهندسی صنایع (سال: 1395)

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خلاصه مقاله:

Medical errors are considered as one of the major challenges of the health throughout the world system and impose many costs on society every year. The losses that caused by mismanagement of these hazards are not only for the patient, these errors can affect the loss of good physicians and hospitals reputation. Threats of Medical errors in the healthcare system, predispose the movements and efforts to minimize the statistics of these errors, mortality and disability. The aim of this study is to provide a systemic model to analyze the dynamics of the healthcare system risks to eliminate or reduce the damages of services. In this paper, we could address to identify factors influencing the adverse events due to medical errors with using system dynamics (SD) approach and shows their impact on our healthcare system and clinical errors. According to the proposed model, creating a safety culture in the health sector, using indicators of overall perception of safety, non-punitive response to error, organizational learning, responsibility, supervision and team communications play an important role in reducing adverse events is due to medical errors, in addition to increasing knowledge and skills of staff through training on the job can also have a significant impact in reducing these incidents. Using a systemic approach in dealing with the problem of medical errors led to support of physicians and will result encouraging themselves to express the errors. Expressed the errors will lead to the system detection and will help the error analysis and preventive measures.

کلمات کلیدی:

System Dynamics, Causal loop Diagram, Clinical Risk Management

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